

THAT WHICH IS CLAIMED IS:

1. A system, operable over the public switched telephone network (PSTN) and Internet, for use in providing services to a claimant by a service vendor, as scheduled by a scheduler, and paid for by a payor, the system comprising:

a server for processing and storing claimant data and connected to the Internet;

at least one scheduler workstation for scheduling services for a claimant and comprising

a scheduler computer connected to the server for entry of claimant data by the scheduler and display of claimant data to the scheduler, and

a telephone interface connected to the PSTN for communication between the scheduler and at least one of the payor, claimant and service vendor; and

at least one payor computer for accessing claimant data on said server via the Internet by the payor.

2. A system according to Claim 1 wherein the payor is a workers compensation insurer and the claimant is a workers compensation claimant.

3. A system according to Claim 1 wherein the services comprise at least one of transportation, language translation, delivery of durable medical equipment (DME), and delivery of pharmaceuticals.

5. A system according to Claim 1 wherein the server comprises a report generation unit for generating reports based upon claimant data for the payor.

7. A system according to Claim 5 wherein the reports comprise at least one of a transport by type report, claimant transport report, claimant employer transport report, transportation savings report, list of claimants report, transport by county report, and ICD-9 transport report.

8. A system according to Claim 1 wherein the server comprises a payor secure online ordering unit for the entry and review of claimant data via the payor computer.

9. A system according to Claim 1 wherein the server comprises a billing unit for verifying service performed by the service vendor and for generating bills for the payor.

10. A system according to Claim 9 wherein the billing unit verifies mileage of transportation provided by the service vendor.

11. A system according to Claim 9 wherein the billing unit generates an estimated service bill and audits a vendor bill from the service vendor by comparing the vendor bill with the esitmated service bill.

12. A system according to Claim 11 wherein the billing unit generates a variation report including a request to contact the service vendor based upon the audit.

13. A system according to Claim 1 wherein the services comprise transportation services, and the service vendors comprise at least one of independent transportation providers, taxi companies and ambulatory companies.

14. A system, operable over the public switched telephone network (PSTN) and Internet, for use in providing services to insurance claimants by service vendors, as scheduled by a scheduler, and paid for by insurers, the services including at least one of transportation, translation, delivery of durable medical equipment (DME) and delivery of pharmaceuticals, the system comprising:

a server for processing and storing claimant data and connected to the Internet; and

at least one scheduler workstation for scheduling services for a claimant and comprising

a scheduler computer connected to the server for entry of claimant data by the scheduler and display of claimant data to the scheduler, and

a telephone interface connected to the PSTN for communication between the scheduler and at least one of the insurer, claimant and service vendor;

the server comprising an insurer secure online ordering unit for permitting the entry and review of claimant data via the Internet and an insurer computer.

15. A system according to Claim 14 wherein the insurer is a workers compensation insurer and the claimant is a workers compensation claimant.

16. A system according to Claim 14 wherein the services comprise at least one of transportation, language translation, delivery of durable medical equipment (DME), and delivery of pharmaceuticals.

17. A system according to Claim 14 wherein the server comprises a report generation unit for generating reports based upon claimant data for the insurer.

18. A system according to Claim 17 wherein the reports are downloadable by the insurer into a spreadsheet document on the insurer computer.

19. A system according to Claim 14 wherein the server comprises a billing unit for verifying service performed by the service vendor and for generating bills for the insurer.

20. A system, operable over the public switched telephone network (PSTN) and Internet, for use in providing services to insurance claimants by service vendors, as scheduled by a scheduler, and paid for by insurers, the services comprising at least one of transportation, translation, delivery of durable medical equipment (DME), and delivery of pharmaceuticals, the system comprising:

a server for processing and storing claimant data and connected to the Internet, the server comprising a report generation unit for generating reports based upon claimant data;

at least one scheduler workstation for scheduling services for a claimant and comprising

a scheduler computer connected to the server for entry of claimant data by the scheduler and display of claimant data to the scheduler, and

a telephone interface connected to the PSTN for communication between the scheduler and at least one of the insurer, claimant and service vendor; and

at least one insurer computer for accessing claimant data and viewing reports on said server via the Internet by at least one of a claim adjuster and a case manager for the insurer.

21. A system according to Claim 20 wherein the reports are downloadable by the insurer into a spreadsheet document on the insurer computer.

22. A system according to Claim 20 wherein the reports comprise at least one of a transport-by-type

report, claimant transport report, claimant employer transport report, transportation savings report, list of claimants report, transport by county report, and ICD-9 transport report.

23. A system according to Claim 22 wherein the transport-by-type report summarizes claimant data for all claimants of the payor based upon transport mode, mileage, cost and average cost.

24. A system according to Claim 22 wherein the claimant transport report summarizes claimant data for a single claimant based upon transports taken, cost and mileage.

25. A system according to Claim 22 wherein the claimant employer transport report summarizes cost of services for an employer of at least one claimant.

26. A system according to Claim 22 wherein the transportation savings report summarizes mileage cost savings for the payor.

27. A system according to Claim 22 wherein the list of claimants report lists all claimant's names, identification numbers, addresses, phone numbers, and employment information for the payor.

28. A system according to Claim 22 wherein the transport by county report summarizes the cost of providing services within each county that at least one claimant resides for the payor.

29. A system according to Claim 22 wherein the ICD-9 transport report summarizes the cost of providing services based upon a diagnosis of claimants of the payor.

30. A method, operable over the public switched telephone network (PSTN) and Internet, for use in providing services to a claimant by a service vendor, as scheduled by a scheduler, and paid for by a payor, the method comprising:

processing and storing claimant data on a server connected to the Internet;

scheduling services for a claimant via at least one scheduler workstation which comprises

a scheduler computer connected to the server for entry of claimant data by the scheduler and display of claimant data to the scheduler, and

a telephone interface connected to the PSTN for communication between the scheduler and at least one of the payor, claimant and service vendor; and

providing access by the payor to claimant data on the server via the Internet and at least one payor computer.

31. A method according to Claim 30 wherein the payor is a workers compensation insurer and the claimant is a workers compensation claimant.

32. A method according to Claim 30 wherein the services comprise at least one of transportation,

language translation, delivery of durable medical equipment (DME), and delivery of pharmaceuticals.

33. A method according to Claim 30 wherein the services comprise claimant transportation.

34. A method according to Claim 30 further comprising generating reports on the server based upon claimant data for the payor to access and review.

35. A method according to Claim 34 further comprising permitting downloading of the reports by the payor into a spreadsheet document on the payor computer.

36. A method according to Claim 34 wherein the reports comprise at least one of a transport by type report, claimant transport report, claimant employer transport report, transportation savings report, list of claimants report, transport by county report, and ICD-9 transport report.

37. A method according to Claim 30 wherein providing access by the payor to claimant data on the server comprises providing secure online access for the entry and review of claimant data via the payor computer.

38. A method according to Claim 30 further comprising verifying service performed by the service vendor and generating bills for the payor.

39. A method according to Claim 38 wherein verifying service comprises verifying mileage of transportation provided by the service vendor.

40. A method according to Claim 38 wherein verifying service comprises:

generating an estimated service bill; and
auditing a vendor bill from the service vendor by comparing the vendor bill with the estimated service bill.

41. A method according to Claim 40 wherein verifying service further comprises generating a variation report including a request to contact the service vendor based upon the audit.

42. A method according to Claim 30 wherein the services comprise transportation services, and the service vendors comprise at least one of independent transportation providers, taxi companies and ambulatory companies.